

RAILROAD COMMISSION OF TEXAS
Alternative Fuels Research & Education Division

Enforcement Guidelines--Consumer Rebate Program

Problem/violation	Applicant	Marketer 1st time	Marketer 2d time
Incomplete documentation	If the equipment purchase and installation documentation is incomplete, AFRED attempts to resolve the problem by phone or mail. Applicant has 30 days to provide the needed documentation. If the applicant is able to supply only partial documentation, AFRED field staff will conduct an on-site verification.	Same as for applicant	N/A
Ineligible equipment, e.g., used equipment, electric or natural gas equipment	Application returned to applicant with form outlining program violation. Applicant has 30 days to bring the installation into compliance.	Warning letter with copy of application and form outlining program violation.	One-year suspension from rebate programs.
Duplicate application	Rebate disallowed	N/A	N/A
Duplicate application with altered documentation	Rebate disallowed	Warning letter with copy of application and form outlining program violation	One-year suspension from rebate programs.
Double dipping: application for same equipment under two different types of rebates.	Rebate disallowed; explanatory letter sent to applicant.	Rebate disallowed; explanatory letter sent to marketer.	Rebate disallowed; explanatory letter sent to marketer.
Rebate already issued for ineligible equipment, e.g., equipment not installed.	Letter requiring compliance within 30 days or refund of rebate	If rebate paid to applicant, marketer is sent copy of letter. If rebate assigned to marketer, letter goes to marketer requiring compliance within 30 days or refund of rebate. Warning letter with copy of application and form outlining program violation	One-year suspension from rebate programs